

**State CIO
Agency IT Plans
2009 – 2011 Biennium**

Agency IT Plans

Wildlife Resources Commission

July 8, 2008

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Departmental/Agency IT Plans
2009-2011 Biennium**

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Executive Summary

The North Carolina Wildlife Resources Commission (WRC) is dedicated to providing an enriched outdoor experience for all people residing in or visiting North Carolina. The North Carolina Wildlife Resources Commission strives to reach this goal by providing wise-use, conservation, and management of the state's fish and wildlife resources. Our policies and programs are based on scientifically sound resource management, assessment and monitoring, applied research, and public input. The WRC consists of wildlife and fisheries biologists, wildlife enforcement officers, educators, engineers and administrative staff in nine districts across the state.

The WRC's primary focus is to provide services to the hunting, fishing, and boating population of North Carolina. The Wildlife Commission's IT department is responsible for assisting WRC in increasing the performance and efficiency of our service to the State. The major initiative(s) for 2009-2011 are:

- Provide operations and maintenance to continually improve ALVIN (Automated License and Vessel Information Network). The application is a web-based license and vessel registration system that supports approximately 1,000 wildlife service agent locations statewide and general public users utilizing WRC services via the web. ALVIN's primary function is to allow the sporting public an easy means of registering its vessels and purchasing hunting, fishing, and trapping licenses. Internal use of ALVIN includes the enforcement of game, fish, and boating laws and regulations, as well as providing Wildlife and Fish biologists with statistical data.
- Provide operations and maintenance to continually improve FAMRS (Federal Assistance Management Reporting System). The application is a web-based system that supports WRC employees in tracking time, mileage, and equipment usage against federal and state grants. The application's primary function is to allow employees to enter data against cost centers which are tied to grants and to allow supervisors, program managers, and finance to run reports about the employees and cost centers.

Major Factors Influencing the Plan

ALVIN

ALVIN serves as the main repository of accounting, sales, and customer demographic data for all transactions related to the sale of licenses, permits, magazines and other products, boat registrations and titles. The ALVIN system currently processes over 1,600,000 transactions per year.

- G.S. 113-270.1 provides that the Wildlife Resources Commission may by rule provide for the annual appointment of persons as license agents to sell licenses which it is authorized to issue by this Subchapter or by any other provisions of law. To facilitate the convenience of the public, the efficiency of administration, the need to keep statistics and records affecting the conservation of wildlife resources, boating, water safety, and other matters within the jurisdiction of the Wildlife Resources Commission, and the need to

issue licenses containing special restrictions, the Wildlife Resources Commission may issue licenses in any particular category through:

- License agents
- The Wildlife Resources Commission's headquarters
- Employees of the Wildlife Resources Commission
- Two or more such sources simultaneously.
- Senate Bill 1126 provides for the implementation of the Coastal Recreational Fishing License (CRFL) effective January 1, 2007. This same bill mandates that the Wildlife Resources Commission (WRC) will be charged with selling this license through our existing ALVIN application. The license went on sale on January 1, 2007, but WRC will continue to work with the Division of Marine Fisheries (DMF) to address ongoing sales, expected modifications, and new requirements.
- G.S 75A-3. Wildlife Resources Commission to administer Chapter; Vessel Committee; funds for administration.
 - (a) The Commission shall enforce and administer the provisions of this Chapter.
 - (b) The chair of the Commission shall designate from among the members of the Commission three members who shall serve as the Vessel Committee of the Commission, and who shall, in their activities with the Commission, place special emphasis on the administration and enforcement of this Chapter.
 - (c) The Boating Account is established within the Wildlife Resources Fund created under G.S. 143-250. Interest and other investment income earned by the Account accrues to the Account. All monies collected pursuant to the numbering and titling provisions of this Chapter shall be credited to this Account. Motor fuel excise tax revenue is credited to the Account under G.S. 105-449.126. The Commission shall use revenue in the Account, subject to the Executive Budget Act and the Personnel Act, for the administration and enforcement of this Chapter; for activities relating to boating and water safety including education and waterway marking and improvement; and for boating access area acquisition, development, and maintenance. The Commission shall use at least three dollars (\$3.00) of each one-year certificate of number fee and at least nine dollars (\$9.00) of each three-year certificate of number fee collected under the numbering provisions of G.S. 75A-5 for boating access area acquisition, development, and maintenance. (1959, c. 1064, s. 3; 1961, c. 644; 1963, c. 1003; 1981 (Reg. Sess., 1982), c. 1182, s. 2; 1993, c. 422, s. 1; 1995, c. 390, s. 13; 1999-392, s. 5; 2006-185, s. 1; 2007-485, s. 4.1.)

FAMRS

The FAMRS (Federal Assistance Management Reporting System) system supports WRC employees in tracking time, mileage, and equipment usage against federal and state grants. The application's primary function is to allow employees to enter data against cost centers which are tied to grants and to allow supervisors, program managers, and finance to run reports about the employees and cost centers. The FAMRS application aids in the tracking in order to meet the following Federal guidelines:

- The Single Audit Act of 1984 established uniform entity-wide audit requirements for state and local governments receiving Federal financial assistance. Audits performed under the Single Audit Act are intended to satisfy all Federal agencies providing assistance to the entity. The act was amended

in 1996 by Public Law 104-156, raising the threshold for Single Audit to \$300,000 in Federal assistance.

- Federal grantor agencies with a substantial investment in grants to state and local governments have established guidelines for single audits. Non-Federal auditors retained by state and local governments follow the Federal guidelines in performing single audits.

Current Situation and Desired State of Major IT Assets, Personnel, Projects, and Management Functions

Applications

The ALVIN application roadmap for the next 5 years will be to maintain the application and make minor enhancements as needed. This application provides mission critical value to WRC by processing over 1,600,000 transactions per year, servicing over 1,000 wildlife services agents, and accounting for well over \$20,000,000 in annual and lifetime license sales and vessel registrations.

The FAMRS application roadmap for the next 5 years will be to maintain the application and make minor enhancements as needed. This application provides mission critical value to internal WRC staff and provides mandated audit trails for Federal grants.

Infrastructure assets

The infrastructure assets being supported and maintained by our 6 network/support staff cost \$541 per unit. The following is a detailed breakdown of our assets:

- 837 Neoware units, 1000 printers and 917 internet connections to support our wildlife service agents (Wildlife service agents are private businesses who use our equipment and services to sell licenses & permits).
- Our Hosted environment supporting ALVIN containing 16 Windows 2003 Dell servers, 1 Dell Powervault SAN, 1 Cisco AS5400 Async device, 1 Cisco 48 port switch, 10 PRI lines, 1 firewall, and 1 IDS device.
- Our internal hosted environment contains 25 Windows 2003 Servers, 2 Dell Powervault Tape backup devices, 1 Dell Powervault SAN, 1 Windows 2000 Server, 7 NAS devices, A/V teleconferencing equipment (control, design, video cameras, networked projectors), 22 Cisco switches
- Our personal computing assets containing 260 computers (Raleigh), 285 computers (Remote), 190 printers and other devices (Raleigh), 550 printers and other devices (remote)

Operations/IT management

Currently, WRC does not have the need to identify or expand tools, processes, and staffing to improve our management of IT.

Human Resources

WRC converted a contract QA position to full time. After July 1, 2008, WRC implemented a Technical Service contract for approximately 12 months, to assist with additional business analysis and software development needs.

WRC will be making future permanent hiring determination after January 1, 2009 based on budget and project work load. WRC future plans will be to use vendor supplemental staffing on an as needed project basis for new initiatives and short term requirements and have permanent staff support and maintain applications.

WRC will continue to use vendor supplemental staffing on an as needed basis for projects that do not require full time permanent staff. WRC will be evaluating the Technical Services contract after January 1, 2009 to determine future resource needs.

Development process/operations support

NCWRC utilizes an agile methodology for its SDLC. WRC has acquired specific software tools with the goal of improving the SDLC. These tools should provide WRC with improved application lifecycle management, internal communication and collaboration, and software quality.

Major Initiatives and Investments

Initiative 1

- **Name/Title:** Application and Vessel License Information Network (ALVIN) application
- **Summary description/opportunity addressed:** Operationally maintain and improve ALVIN. WRC's main objective will be to provide an easy avenue for the people visiting and residing in North Carolina to purchase licenses, permits, magazines and other products, boat registrations and titles.
- **Major objectives to be achieved and benefits/value to the agency/state to accrue:** By WRC maintaining and supporting the ALVIN application the agency/state will benefit from over \$20,000,000 in license/vessel sales as well as providing people visiting and living in North Carolina an easy mechanism for obtaining hunting/fishing licenses, Wildlife magazines, and vessel registrations and titles.
- **Approach:** Alvin will be supported and maintained by WRC IT and project sponsor is the Interim Executive Director Fred Harris.
- **Timeframe:** ALVIN is a production application that will require continuous maintenance and support. There are no start/end dates, except for new modules that may be incorporated.
- **Major risks:**

Risk	Classification
Technology	Low
Schedule	Low
Complexity	Low
Operational	Low
Business	Medium

Organizational	Low
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- **Relationship with statewide initiatives/projects:** WRC currently participates in the following statewide services/initiatives:
 - PPM & APM
 - NCID
 - E-procurement
 - CPS
 - Yahoo Store
 - ESAP
 - Distance Education infrastructure
 - VoIP (Voice over IP)
 - Bulk purchases
 - Technical Services contracts
- **Order-of-magnitude costs:**
 - **Source of Funding:** Sales receipts
 - **Types of Funding:** recurring annually

Internal Personnel	\$2,080,000
External Personnel	\$2,644,000
Other External	\$1,440,000
Infrastructure	\$2,248,000
5 year O&M Total	\$8,412,000

Initiative 2

- **Name/Title:** FAMRS (Federal Assistance Management Reporting System)
- **Summary description/opportunity addressed:** Operationally maintain and improve FAMRS. WRC's main objective will be to provide WRC employees the ability to track time, mileage, and equipment usage against federal and state grants.
- **Major objectives to be achieved and benefits/value to the agency/state to accrue:** By WRC maintaining and supporting the FAMRS application the agency/state will benefit for tracking over \$37,867,000 in federal and State grants spanning each fiscal year. FAMRS provides a mandated reporting and audit trail for Federal/State grants.
- **Approach:** FAMRS will be supported and maintained by WRC IT and project sponsor is the Interim Executive Director Fred Harris.
- **Timeframe:** FAMRS is a production application that will require continuous maintenance and support. There are no start/end dates, except for new modules that may be incorporated.
- **Major risks:**

Risk	Classification
Technology	Low
Schedule	Low
Complexity	Low
Operational	Low
Business	Medium
Organizational	Low

- **Order-of-magnitude costs:**
 - **Source of Funding:** Federal/State Grants, Sales receipts
 - **Types of Funding:** recurring annually

Internal Personnel	\$600,000
5 year O&M Total	\$600,000